

**Indian Health Service
Office of Information Technology Presents:
Resource and Patient Management System
Basic Site Manager**

Instructors

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Class Description

This course provides Site Managers with a comprehensive introduction of the duties of an RPMS Site Manager, the hardware and software used to run RPMS, and a thorough cross section of many of the individual tasks encountered by Site Managers. The course consists of lecture, demonstration and hands-on exercises to reinforce the learning process. Also covered are many aspects of the RPMS computing environment such as hardware, operating system, and system setup.

Objectives

Add and edit new users to the system

Manage users, scheduled tasks, and RPMS system setup

Investigate and correct backup issues

Search and print Fileman entries

Add a new printer to the system

Troubleshoot printer issues

Troubleshoot RPMS application issues and escalate them correctly and effectively

Intended Audience

This class will benefit new or relatively new RPMS Site Managers.

Day One

Welcome	30 min
Introductions	
Course overview & expectations	
Basic Site Manager (BSM) USB/ manual review	
RPMS Introduction	30 min
History of RPMS, Concepts & Terminology	
VA Kernel, Web site review	
Site Manager Responsibilities	30 min
System Monitoring, CAC Responsibilities, Site Manager Support	
Basic Troubleshooting	
Break	15 min
Sign-On/Security & User Toolbox	45 min
Terminal Emulators	
RPMS Keyboarding and Word Processing	
TBOX & Electric Signature Edit	
Exercises	
Cache/Ensemble Client Install	45 min
Ensemble, Terminal, Add/Edit site	
SMP Overview, Journaling, Console Log	
Exercise - Install	
Lunch	75 min
Operations Management	45 min
System Status, User Management, Intro to Text Edit, Kernal Management, Listeners	
Exercises	
Menus, Options & Key Management	60 min
Introduction	
Break	15 min
User Management	105 min
Add, Edit, Deactivate/Reactive, List, Inquiry, Switch Identities, Add Provider, Access Letter	
Add Ensemble User	
Exercises	
Day Recap and Questions	15 min

DAY TWO

Day Overview and Questions Site Manager Daily Checklist Review	45 min
System Backup Backup and Restore Startup/Shutdown Procedures Troubleshooting	45 min
Break	15 min
Taskman Management Schedule/Unschedule Options, Que, List Tasks, Dequeue, Requeue, Delete, Clean-Up, Utilities Exercises	45 min
Hardware Servers, Peripherals, PCs, Cabling, UPS, LAN, WAN, Add and Edit Printers, Troubleshooting Exercises	45 min
Lunch	75 min
Device Management Add and Editing Printers, Troubleshooting Exercises	60 min
VA Fileman Terms, Inquiry, Search Exercises	60 min
Break	15 min
VA Fileman Edit, Print, Loop Exercises	90 min
Day Recap and Questions	15 min

DAY THREE

Day Overview and Questions	45 min
Programmer Function Programmer Mode, KIDS Patch management Process Exercises	60 min
Break	15 min
Programmer Function Programmer Mode, Globals, M/Cache Commands Exercises	75 min
Lunch	75 min
Programmer Function Error Trapping, M/Cache Commands	75 min
System Security User access, ITAC, Passwords, Training, Maintenance, Computer Room, Emergency Procedures and Disaster Recovery Exercises	30 min
Break	15 min
Test – Practical Application	45 min
Test – Practical Application Review	45 min